

EXHIBIT C



A C O M M I T M E N T T O Q U A L I T Y

Scott Laboratories, Inc. has been importing and processing corks longer than any current North American supplier.

- In the spring of 1978 Scott introduced the first corks packed in California under sulfur dioxide [with the trade name "Steriseal"®].
- In 1982 Scott was the first American supplier to react to the Swiss study revealing TCA as a primary culprit in cork taint. Rather than denying TCA's existence, Scott actively distributed vials to wineries to increase industry awareness. Soon thereafter, Scott initiated the American cork industry's first sensory screening program for incoming corks.
- Always pushing for strict quality standards, Scott was a founding member of the Cork Quality Council (CQC) in 1991. Within the Cork Quality Council and without, Scott has pushed for increased quality control and understanding of cork. In 1994, Scott co-sponsored [with a major winery] a major study regarding the nature of in-vitro development of TCA.
- Later, in the 1990s we worked together with the Cork Quality Council and ETS on a groundbreaking study centered upon using solid phase micro-extraction (SPME) techniques for TCA recognition.

Scott's own search for improved quality standards was also intensified in recent years.

- An all new cork processing facility has been installed offering modern and efficient handling of cork from dedusting to branding to processing to bagging with sulfur dioxide. Corks are stored in a moisture controlled warehouse with microbial growth held in check using ozone.
- On November 30, 1999 Scott's cork facility and laboratory received ISO 9002:1994 certification from the prestigious auditors of TUV Essen. In July 2001 the TUV Essen certified Scott Laboratories, Inc. as a whole as ISO 9001:2000.
- On May 25, 2000, Scott's associated cork facility and laboratory in Portugal [Corval Cortiças] received ISO 9002 certification for its activities.
- In mid-February 2000 Scott Laboratories, Inc. became the first North American firm to complete a survey of its entire cork inventory using SPME technology. This survey included testing samples from each bale by ETS Laboratories [as an independent testing body using Agilent SPME technology]. Since that time Scott has continued SPME screening of all incoming cork shipments. Scott has worked independently and within the CQC to apply increasingly stringent acceptance criteria based upon SPME. Though such efforts have yielded positive reductions in TCA, continued vigilance is required.
- In 2001 Scott purchased an Agilent SPME for use as a pre-screening tool in Portugal. This tool has allowed us to move the quality control process closer to the source while continuing SPME testing here.

Scott Laboratories will continue its search to provide the highest quality standards in cork. If you have any questions, please call us. Our technical sales people will be pleased to assist you in your needs.